#### CITY OF KENT

Position Inventory Number: 8010RF			
Classification Specification: <u>HUMAN SERVICES MANAGER</u>			
Salary Range: NR 47 - Management Benefits Level B			
Position Description: Housing and Human Services Manager			
Incumbent:			
Location: Parks & Community Services Department - Housing & Human Services Division			

### **GENERAL PURPOSE:**

Under the direction of the Parks, Recreation, and Community Services Director, plan, organize, and direct the operations and activities of the Housing and Human Services Division within the Parks, Recreation, and Community Services Department.

Work is characterized by a substantial amount of management, administration, and supervisory functions in the organization, management, direction, evaluation, and operation of the Housing and Human Services Division. Duties and responsibilities include, but are not limited to, developing policies and procedures related to the division; developing and administering an annual work program and the Human Services master plan. The incumbent is also responsible for carrying out supervisory responsibilities in accordance with the City's policies and applicable laws, which includes interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems; approving/scheduling sick leave and vacation time; and recommending promotions and/or terminations as appropriate.

Work is performed under managerial direction. The supervisor provides the employee with assignments in terms of broad practice, precedents, policies, and goals. Work may be reviewed for fulfillment of program objectives and conformance with departmental policy, practice, and/or objective.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Manage the planning, organization, and coordination of daily activities for Housing and Human Services.

Develop policies and procedures related to domestic violence, the Safe Haven Program, and Housing and Human Services that are consistent with established City practice and federal, state, and local legislation.

Develop and administer an annual work program and the City's Human Services master plan to implement the City's housing and human service policies, priorities, and programs.

Supervise assigned staff, which includes interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining

employees; addressing complaints and resolving problems; approving/scheduling sick leave and vacation time; and recommending promotions and/or terminations as appropriate.

Originate and develop innovative programs and projects in addressing critical and emergent Human Service needs in the community; assess and prioritize the needs of the multicultural community with the housing and human services needs of the community; develop and manage human service related housing programs.

Present related reports to the Mayor, Chief Administrative Officer, City Council, Human Services Commission, and citizens groups.

Develop and manage the work program for Kent's Human Services Commission, assigning staff to assure implementation of the Commission's work program.

Conduct special studies addressing Human Service and Housing issues.

Manage the City's Human Services, Community Development Block Grant (CDBG), Home Repair, and Safe Havens budgets; coordinate applicable programs and activities funded through these budgets including analysis of grant applications, monitoring of funded agencies, contract compliance, and budget monitoring.

Prepare annual budgets for the division general fund, CDBG, Home Repair, Safe Havens, City Human Service fund; prepare accounting statements for release of funds; monitor expenditures and ensure compliance with federal guidelines for CDBG and Safe Havens.

Oversee and/or research and analyze demographic, statistical, socioeconomic data, service reports, and need indicators on Housing and Human Services issues in order to prepare the Annual Action Plans, Consolidated Annual Performance and Evaluation Report (CAPER), Consolidated Plan, Minority Business Enterprise, Labor Standards Reports, and other oral and written reports for submission to the United States Department of Housing & Urban Development (HUD), City Council, Human Services Commission, the public, City staff, and/or other relevant groups.

Implement the City's Community Development Block Grant Entitlement Program including federal reporting, environmental review, fair housing, coordination with HUD, IDIS, federal audits and interpretation of federal regulations.

Oversee and/or prepare accurate Home Repair records including financial, eligibility, code compliance, procurement, and time certifications; review and approve Home Repair work orders and written reports.

Ensure Home Repair Program compliance with Federal Regulations governing Lead Based Paint (24CFR) and Historic Preservation as required by the Department of Housing & Urban Development (HUD).

Develop strategies to secure the long-term financial sustainability of the Safe Haven Program.

Oversee and develop resource and referral information and brochures to assist citizens in need or citizens seeking to help others in need; assist citizens and community agencies in developing programs to respond to community needs; coordinate with local agencies to provide assistance to citizens in need.

Represent Housing and Human Services on regional and sub-regional human services and housing bodies, boards and committees; serve as the City Representative on the Joint Recommendations Committee of the King County Executive; provide testimony representing the City and the sub-region at the County and State level.

Review applications for County and Federal funding representing the City and region; oversee the preparation and submissions of grant applications; and present funding recommendations to elected officials and/or their designees.

Coordinate emergency management education between city divisions and nonprofit community based agencies.

Serve as City liaison with Kent faith community.

Represent the division by providing technical information and expertise concerning domestic violence and Housing and Human Service issues at a variety of staff, management, and board meetings including the Park, Recreation, and Community Services Department Management Meeting, Human Services Commission, City Council, South King County Council of Human Services, Land Use and Planning Board, and Hearing Examiner.

Establish and maintain cooperative and effective working relationships with other jurisdiction's Human Services offices and Domestic Violence offices including state, county and city, and other community agencies and organizations concerned with addressing housing and human service and domestic violence issues and needs in the community.

Analyze and evaluate state and federal legislation, Washington State Attorney General opinions, court rules, and comparable guidelines to identify changes affecting the operations of the division activities and programs; and recommend improvements to policies and procedures as necessary.

Become familiar with, follow, and actively support the vision, mission, values, and behavior statements of the department and the City.

### PERIPHERAL DUTIES:

Perform related duties as assigned.

# KNOWLEDGE, SKILLS, AND ABILITIES:

## KNOWLEDGE OF:

Principles and practices of planning, development, and execution of municipal Housing and

- **Human Services programs**
- Budget preparation and administration
- Local and regional Housing and Human Service issues
- Domestic violence issues including victim advocacy, power and control dynamics, and abuse tactics
- Child development, healthy parenting skills and techniques, and the impact of domestic violence on children
- Methods, principles, and practices of conflict resolution and de-escalation skills and techniques
- Modern management and supervisory theories, principles, and practices
- Principles and practices of governmental budgeting, accounting, and purchasing
- Functions and services of King County Superior Court Unified Family Court Division
- Protection order process in King County
- Interpersonal and community relations
- Current literature, trends, and developments in the field of Housing and Human Services
- Applicable laws, codes, regulations, policies, and procedures
- General research methods
- Municipal organizations, operations, policies and objectives

#### SKILLED IN:

- Developing and managing federal Community Development Block Grant
- · Communicate effectively both orally and in writing
- Managing, supervising, and directing the operations, programs, and activities of the Housing and Human Services Division
- Applying principles and practices of administration, supervision, and training including, hiring, directing, evaluating, awarding, and disciplining assigned staff
- Effectively using interpersonal skills in a tactful, patient, and courteous manner

### **ABILITY TO:**

- Interact with the community using tact, patience, and diplomacy in order to establish and maintain effective working relationships with City officials, City Commissions and committees, agencies, City employees, and the general public
- Develop and administer budgets and work programs
- Analyze and interpret Housing and Human Services related data
- Work confidentially with discretion; work effectively on several projects concurrently; and make decisions with broad guidelines
- Demonstrate positive and effective interaction and communication with individuals of diverse occupational and social-economic backgrounds
- Develop and implement missions, strategic goals, and objectives for the assigned division
- Work irregular work hours including attendance at evening meetings as required
- Work independently with minimum supervision
- Coordinate efforts of office staff and agencies involved in service delivery for the division
- Effectively direct and evaluate the work of others involved in the implementation of programs
- Compose, proofread, and edit speeches and articles for publication, general correspondence, reports, contracts, grievance responses, personnel policies and procedures, etc.
- Read, analyze, interpret, and apply financial reports, legal documents, policies and

- procedures, codes, rules and regulations, general business periodicals, professional journals, government regulations, etc.
- Respond to common inquiries or complaints from personnel, regulatory agencies, or the public
- Speak effectively and present information to top management, employee groups, public groups, and/or City Council
- Add, subtract, multiply, divide; compute fractions, ratios, percentages, proportions; draw and interpret graphs and charts; and apply these concepts to practical situations
- Define problems, collect data, establish facts, and draw valid conclusions; apply common sense understanding to solve practical problems and deal with a variety of abstract and concrete variables in situations where only limited standardization exists

# MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

Education: Bachelor's degree in social sciences, planning, public administration, or related field;

and

Experience: Five (5) years of increasingly responsible professional planning and human services

experience including at least two (2) years management and supervisory experience

in the direction of Human Services programs.

Or: In place of the above requirements, the incumbent may possess any combination of

relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities listed

above.

## LICENSES AND OTHER REQUIREMENTS:

 Washington State Driver's license, or the ability to obtain within thirty (30) days of employment

### MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer, telephone, fax and copy machine, calculator, projector, and dictaphone.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use arms, hands, and fingers to reach, handle, feel, or operate objects, materials, tools, equipment, or controls; frequently required to sit, stand, walk, hear, and talk normally with or without mechanical assistance; occasionally required to lift in excess of 25 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus.

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# **WORKING CONDITIONS:**

Work is performed in a typical office environment. The incumbent may be required to travel to sites to oversee programs and activities put on by the Human Services Division. The incumbent may be exposed to individuals who are irate or hostile; may be subject to long hours due to the attendance at evening meetings. The noise level in the work environment is usually moderate.

SIGNATURES:			
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Incumbent's Signature	Date	Supervisor's Signature	Date
Approval:			
Department Director/Designee	Date	Employee Services Director/Designee Date	

\*\* Note: This document will be reviewed and updated annually at the time of the employee's

performance appraisal; when this position becomes vacant; or, if the duties of this

position are changed significantly.

Revised: 2/28/07